

# *Tackling Obstacles*

## Family Medical Center of Michigan

### Summary

Family Medical Center of Michigan (FMC) is a Federally Qualified Community Health Center that serves patients in Monroe, Lenawee, and part of Southern Wayne County. It has 19 primary care providers and several medical residents that care for patients.

Prior to this project, FMC had a very low colorectal (CRC) cancer screening rate, between 18-20%. It was soon discovered that some providers never discussed screening options with patients. The first year, FMC expected an increase across the total organization in patients that were screened. Trainings and education were provided to everyone from the front desk staff to the providers. Signs and reminders for patients and staff were created and a partnership was formed with the American Cancer Society to help with education. Following this effort, FMC focused on evidence based interventions in an attempt to get screening rates to 50 percent.

### Evidence Based Interventions (EBIs)

FMC focused on the following EBIs:

#### Provider Assessment and Feedback

- One-on-one meetings were organized with providers to receive feedback on any provider barriers. Monthly meetings were also arranged where provider data was compared to organization goals and expectations.

#### Provider Reminders

- Education and training were given to medical assistants who would then alert the provider when a patient was due for screening. This removed the onus of ordering the screening from the primary care providers and made it more of a team-based approach.

#### Reducing Structural Barriers

- Follow up for Fecal Immunochemical Test (FIT) kits and colonoscopy increased in order to ensure that patients were in compliance with screening guidelines.

### Challenges

After one-on-one meetings with providers, FMC discovered that the main barrier against increasing screening rates were the providers, who said they didn't have time, didn't want to focus on CRC screenings, and had too many alerts in the Electronic Health Record (EHR).

Once FIT Kits were given to patients, the return rate was very low, as was compliance with colonoscopy screenings.

### Solutions

Focusing on the EBIs, FMC was able to implement a team-based approach in order to increase CRC screenings. Using provider feedback, FMC included medical assistants in the screening reminder process. Other practice staff followed up with patients who were eligible for screening to ensure that they had completed the screening process once started.

### Successes

All providers are now ordering screenings, some with the help of their medical assistants. Other practice staff are providing follow-up to ensure that screenings are completed.

### Sustaining the Success

FMC is now seeing an overall increase in screening rates. Because of provider buy-in, FMC expects to continue to see an increase in screenings.

The FMC Performance Improvement Committee has included colorectal screening as a quality measure for 2018.

### Results

One provider has met the goal of a 50 percent screening rate, while as an organization FMC increased their screening rate to 38 percent.